



## **Internet Services Workgroup**

### **Draft Minutes**

**Thursday, February 6, 2003  
Virginia Retirement System Training Room  
8:30 – 11:30 am**

#### **Attendance**

See [“Attachment 1 - Members and Guests”](#)

#### **Welcome and Opening Remarks**

Mr. Tim Bass of the Virginia Retirement System and Mr. David Sullivan of the City of Virginia Beach, Workgroup Co-Chairs, convened the meeting of the Internet Services Workgroup at 8:35 am by welcoming everyone and thanking them for their attendance, interest and participation.

#### **Meeting Objectives**

This was the kick-off meeting for the Internet Services Workgroup.

The objectives of the meeting were:

- 1) Review the Workgroup's Charter.
- 2) Review and discuss current objectives coordinated by DTP and VIPNet.
- 3) Individual introductions and open discussion.
- 4) Determine a future meeting date and location.

#### **Approval of minutes**

Not applicable, no previous meetings had been conducted.

## Agenda Topics

### 1. Workgroup Charter Review

Discusson: Mr. Sullivan reviewed the Internet Services Workgroup Charter with emphasis placed on achieving Initiative 1 of Virginia's Strategic Technology Plan. The major objectives of the charter were reviewed and can be found in the Workgroup's Charter. The Workgroup will have to work closely with the Department of Technology Planning (DTP) and the Virginia Information Providers Network (VIPNet) in order to be successful. Sullivan and Bass will be required to report milestones to COTS. Their first report will be at the COTS Executive meeting later on this same day. Sullivan suggested that because of the large size of the Workgroup, it might be necessary to break down into smaller groups of like focus. Bass opened the floor to questions. It was asked if a general overview would be provided to the group. This will be provided in the presentation provided by Ms. Tracy Smith of VIPNet.

ACTION: No action items were assigned.

### 2. Review of Current Objectives

Discusson: Smith (VIPNet) conducted her presentation on the Virginia Web Site and Template Standards. This presentation discussed tools and methods to better assist citizens in accessing government information. It was stated that some exemptions to the template standards might be granted; however there would be no exemptions to the accessibility standard. Exemptions to the template standards may include the Library of Virginia, Department of Tourism, Higher Ed, Lottery Board and Museums. These entities are more marketing related. Exemptions will be granted by the Secretary of Technology. If anyone has questions about the process and research performed, they should contact Smith.

Smith then opened the floor to questions. A question/comment was raised about funding issues. As part of the timeline, 25 agencies were identified that would benefit the most from participation. These would include public interest sites with large populations such as DMV and Taxation. The target date to implement these sites with the new template is July 1, 2003. It was mentioned that all who volunteered on VIPNet's Advisory Committee also volunteered their websites. It was stated that funding wasn't addressed during the discussions because it was not part of the charge placed upon the group, that it was more of a timing issue. A comment was made that Virginia's Strategic Technology Plan stands independent of what happens with legislation. Questions were raised about marketing and public awareness. This is something that the Workgroup will need to work on. It was stated that partnerships would need to be developed, including private industry, but that these businesses would also need to follow the standards. No minimum browser specifications were identified because browsers are constantly changing. A question was raised about the availability of a collaboration tool to facilitate the discussion/comment process for the Workgroup. Sullivan stated the need for a communication tool to allow for the sharing of ideas. It was stated that California and Michigan have begun working towards this same goal, but not to the extent that Virginia is. Within 1 ½ years, all Virginia government will be using the same standards and templates.

Eric Perkins (DTP) then conducted his presentation, discussing the potential cost savings. The current environment was discussed, mentioning that Virginia is ranked in the bottom fifth of the states for providing on-line profession license renewal. The future environment was then discussed. It was stated that the Commonwealth would move towards a fully interactive and integrated environment for business processes provided via the Internet. Gap closing measures and next steps were also discussed.

Perkins then opened the floor to questions and discussion. It was asked if any lessons were learned from California and Michigan's efforts. There is no published documentation available. In Michigan, this was the initiative of the governor in office at the time. When the administration changed, so did the initiatives. Bass (VRS) stated that to prevent this from happening in Virginia, great and continued marketing would be required as well as intense interest in groups such as this Workgroup. The Secretary of Technology is working with the General Assembly to bring them on-line. Smaller breakout groups will develop timelines. Projects that have already been defined include on-line licensure. Standards, similar to those presented by Smith (VIPnet) will be required for the presentation/look of applications.

ACTION: Smith (VIPNet) to provide Bass (VRS) copy of PowerPoint presentation. Sullivan and Bass will work towards communication tool solution. Perkins (DTP) to provide Bass (VRS) copy of PowerPoint presentation.

### 3. Individual Introductions & Open Discussions

Discusson: Sullivan opened up the floor and requested for volunteers to introduce themselves and to state where their resources would be best utilized. The following are comments that were captured along with names when available:

Ben Krause – 2 concerns – 1) perpetuation of the is initiative and 2) management re-engineering

Chuck Manto – has various interests and perspectives including how to communicate with businesses. Contract with NASA to market their technologies.

Jeff Bloom – represents a 1500 member recreation league that can't access after school programs on-line. Would like the ease of on-line use as opposed to standing in line for registration.

Scott Davis – solutions need to be bullet proof.

Scott MacArthur – very interested because the population he serves (VCU/MCV) has special needs.

Carole Inge – uses the Internet to connect R & D projects, tied to another STP initiative

Mike Mabe – Library of Chesterfield – it would be very useful to the library site to have standards that really improve ease of use. Would like to see standards carried over from public libraries to school and private libraries.

Mike Goetz – There is a need to make the delivery of services from State and Local Governments integrated and seamless in terms of navigation.

Branka Al-Hamdy – People who are doing business with citizens are looking for specific ways government to government (G2G) information can be shared.

Dee Piscella – Standardized web sites are critical. Looking forward to pulling this off. Will go back to CIO meeting and determine who has resources to assist with this effort. If we pool resources we can get it done and get it done well. Contribution will be to help figure out how to pull this off. Might teach the entire group what the citizens actually want from us.

It was stated that the Secretary of Technology assigned the 5 objectives outlined in Perkins' "Next Step" slide to both DTP and VIPNet to accomplish.

Bass and Sullivan will be responsible for communicating any ideas they receive to the Workgroup to ensure no information is lost.

Developing a profile of a fully interactive, integrated online service transaction (Next Steps slide) was discussed.

Bass suggested that a work group including all 5 sectors be formed to address this. It should be organized along the same lines as what VIPNet and DTP have already done. If other aspects need to be looked at, they should be identified.

It was asked if it would be a viable option to have a group working on public relations. This was a key element identified. It will require a group effort between the state and technical partners. It was stated that the technical partners have more experience with advertising.

Potential workgroups that were identified:

- Business Process Policy Standards
- Identify ways that individuals can assist in implementation of standards and how to market them

- Create accessibility and usability guidelines and create partnerships with state and local government entities and VIPNet to implement these standards

It was stated that projects will evolve from these discussions and as they evolve, other groups will need to be involved.

There is a need for interaction with the citizens and for a single point of entry. A possible issue is to determine the role of the citizen upon accessing the web site. VDOT did not adopt DMV's pin process.

Deliverables are to include a small, limited list of enterprise tools.

There was a request for a project plan to identify what has already been accomplished and what still needs to be done. This group's activities will be placed in the project plan.

It was asked if a poll had been conducted to determine the base set of needs that cross all entities. It was stated that there are specific needs for particular groups. The citizens need to identify what they want and we need to determine how to get it to them.

Rob Walters volunteered his services to help lead and organize the effort to ensure that the goal of having at least 10 agencies deploy some or all of the enterprise solutions and having at least 20 agencies using the web site design templates by June 2003 be met. He offered to bring back to the group "lessons learned".

**ACTION:** An e-mail is to be sent to the Workgroup listing all of the smaller workgroups that will be formed along with any relevant web sites.

## Adjourn

The meeting was adjourned at 11:45 pm.

## Next Meeting

A request was made to begin future meetings at 9:00 to accommodate those attendees that must travel to attend. The next meeting will be in March, specific date, location and time to be announced.

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